

1 **Amendment to the Claims**

2 **In the Claims:**

3 Please amend Claims 1, 12, and 21 as follows:

4 1. (Currently Amended) A computer implemented method for including a software resource
5 as a participant within an online chat session conducted through a messaging service, comprising the
6 steps of:

7 (a) registering the software resource to indicate that it is available to participate in an
8 online chat session, when said software resource is executed;

9 (b) enabling a user to include the software resource within a list of participants in the
10 online chat session;

11 (c) enabling a user to enter a plain language message within an online chat session user
12 interface;

13 (d) transmitting the message to the software resource;

14 (e) parsing the plain language message received by the software resource;

15 (f) determining a plain language response to the message; and

16 (g) transmitting the plain language response from the software resource back to the user.

17 2. (Original) The method of Claim 1, further comprising the step of enabling the user to
18 selectively direct the message to the software resource.

19 3. (Original) The method of Claim 1, further comprising the step of enabling the user to
20 selectively add another person as a participant in the online chat session, said other person also
21 receiving the plain language response from the software resource.

22 4. (Original) The method of Claim 1, wherein, if the software resource is unable to
23 determine a plain language response to the plain language message, the response is one of a nil
24 response and an indication that a response cannot be provided.

25 5. (Original) The method of Claim 1, further comprising the step of providing a graphic indication
26 that the software resource is online and available to participate in the online chat session as a participant.

27 6. (Original) The method of Claim 1, wherein the plain language message comprises a query,
28 and the plain language response comprises data responsive to the query.

29 7. (Original) The method of Claim 1, wherein, for the user, the online chat session is
30 implemented by a messaging service program.

1 8. (Original) The method of Claim 1, wherein the step of registering comprises the step of
2 registering with a messaging service server through which the messaging service is implemented for
3 all participants in the online chat session, including the software resource.

4 9. (Original) The method of Claim 1, wherein the step of determining the plain language
5 response includes the step of employing the software resource to search through data accessible by
6 the software resource to find data provided in the plain language response.

7 10. (Original) A machine readable media having processor-executable machine instructions
8 for performing steps (b) – (d) as recited in Claim 1.

9 11. (Original) A machine readable media having processor-executable machine instructions
10 for performing steps (a) and (e) – (g) as recited in Claim 1.

11 12. (Currently Amended) A computer implemented method for accessing information
12 available through a software resource during a messaging service session, comprising the steps of:

13 (a) indicating each participant in the messaging service session, a software resource being
14 included as a participant;

15 (b) enabling a user to enter a plain language query in the messaging service session;

16 (c) transmitting the plain language query to the software resource;

17 (d) parsing the plain language query at the software resource;

18 (e) automatically determining information responsive to the software query, using the
19 software resource; and

20 (f) transmitting the information responsive to the software query back to the user.

21 13. (Original) The method of Claim 12, wherein the software resource and all other
22 participants in the messaging service session are coupled in communication over a network.

23 14. (Original) The method of Claim 12, further comprising the step of enabling the user to
24 selectively add the software resource to the messaging service session from a list of prospective
25 participants.

26 15. (Original) The method of Claim 12, further comprising the step of enabling the user to
27 selectively direct the plain language query to the software resource.

28 16. (Original) The method of Claim 12, wherein the software resource comprises a data
29 manager program that accesses a store of data to find the information responsive to the plain
30 language query transmitted from the user.

1 17. (Original) The method of Claim 12, further comprising the step of transmitting an
2 indication from the software resource to the user that information responsive to the plain language
3 query could not be provided.

4 18. (Original) The method of Claim 12, further comprising the step of providing an
5 indication to a user when the software resource is unavailable to participate in a messaging service
6 session.

7 19. (Original) The method of Claim 12, wherein the information provided by the software
8 resource includes a network address at which data responsive to the query are located.

9 20. (Original) The method of Claim 12, wherein a plurality of software resources are
10 included in a list of prospective participants in the messaging service session.

11 21. (Currently Amended) A system for enabling a software resource to respond as a
12 conventional participant in a messaging service session implemented over a network, comprising:

13 (a) a messaging service server coupled to the network and programmed for implementing
14 registration of prospective instant message participants available to be added to a messaging service
15 session as participants;

16 (b) a user computing device coupled to the network and including a processor
17 programmed to:

18 (i) execute a messaging service session in which a user is a participant;
19 (ii) add a software resource as a participant in the messaging service session; and
20 (iii) enable a user to enter a plain language query for information to be obtained
21 from the software resource within the messaging service session; and

22 (c) a software resource computing device coupled to the network and programmed to:

23 (i) execute the software resource;
24 (ii) register the software resource with the messaging service server when the
25 software resource is available to participate in a messaging service session;

26 (iii) parse a plain language query received from the user during the messaging
27 service session;

28 (iv) access data with the software resource to find information responsive to the
29 plain language query; and

30 ~~(iv)~~ (v) transmit said information to the user computing device over the network.

1 22. (Original) The system of Claim 21, wherein the software resource computing device
2 includes a data store from which the information is derived to respond to the plain language query
3 received during the messaging service session.

4 23. (Original) The system of Claim 21, wherein the user computing device includes a user
5 interface that enables a user to enter the plain language query into the messaging service session.

6 24. (Original) The system of Claim 21, wherein the user computing device includes a display
7 on which the messaging service session is viewed, an image viewable during said messaging service
8 session including an indication of whether the software resource is available to participate in the
9 messaging service session.

10 25. (Original) The system of Claim 21, wherein the user computer device is programmed to
11 enable a user to selectively add the software resource as a participant in the messaging service
12 session.

13 26. (Original) Apparatus that enables a user to interact with a software resource during a
14 messaging service session, comprising:

15 (a) a network interface that connects to a network over which the messaging service
16 session is communicated;

17 (b) a display;

18 (c) a user input device;

19 (d) a memory in which a plurality of machine instructions are stored; and

20 (e) a processor coupled to the network interface, the display, the user input device, and the
21 memory, said processor executing the machine instructions, causing the processor to carry out a
22 plurality of functions, including:

23 (i) registering a user with a messaging service as being available to participate in a
24 messaging service session;

25 (ii) enabling a user to add one or more participants to a messaging service session,
26 at least one participant that is added comprising a software resource that is registered as being
27 available to participate in the messaging service session as a participant;

28 (iii) enabling a user to enter a plain language query with the user input device;

29 (iv) transmitting the plain language query over the network to each participant in
30 the messaging service session; and

1 (v) receiving a response over the network from a software resource responding to
2 the plain language query.

3 27. (Original) Apparatus that enables a software resource to interact as a participant during a
4 messaging service session, comprising:

5 (a) a network interface that connects to a network over which the messaging service
6 session is communicated;

7 (b) a memory in which a plurality of machine instructions are stored; and

8 (c) a processor coupled to the network interface, and the memory, said processor
9 executing the machine instructions, causing the processor to carry out a plurality of functions,
10 including:

11 (i) registering the software resource with a messaging service as being available to
12 participate in a messaging service session;

13 (ii) parsing a plain language query received from a user during a messaging
14 service session in which the software resource has been added as a participant;

15 (iii) finding data responsive to the plain language query; and

16 (iv) transmitting the data over the network to a user who entered the plain language
17 query.